very bad situation due to non-availability of operations on the line and common people are facing problems as a result thereof;

(b) what measures have been taken/are being taken for improving the situation in this regard;

(c) if not, the details of the resources used by the region for assessment of situation; and

(d) the action taken by the official posted at Mainpuri and if not, what action Government are taking against the highest officer (TDM) there?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) Sir, '197' and '198' services of Mainpuri Telecom Exchange are working satisfactorily.

(b) To make the service more efficient, action has been taken to computerize 197 service and Interactive Voice Response System has been installed for booking the telephone complaints from the public.

(c) and (d) Do not arise in view of (a) and (b) above.

Complaint against the officials of Mainpuri Exchange

†3832. SHRI VIJAY SINGH YADAV: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of the miscellaneous complaints including complaints of favouritism and bribery and other serious complaints registered/ received during the years 1999, 2000, 2001 and 2002 against the officials and the staff under the Mainpuri Telephone Exchange, and other telephone exchanges attached to it;

(b) the action taken/being taken on the complaints of corruption and favouritism;

(c) the time taken to rectify the faults;

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†Original notice of the question was received in Hindi.

(d) whether there was any delay in rectifying the fault in some of the cases; if so, the reasons therefor; and

(e) the action taken/being taken to prevent the recurrence?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) 235 miscellaneous complaints and 11 complaints of bribery/favoritism/other serious types were received during the above stated period. The year-wise details are at Statement I and II respectively. (*See* below)

(b) Disciplinary action under rule 14 has been recommended against 2 group 'A' officers. 11 group 'B' officers and 1 group 'C' employee.

(c) The faults were attended to within the norms.

(d) No, Sir. There was no delay in rectifying the faults except in some cable theft cases. In such cases it took time to replace the cable.

(e) For cable theft cases matter has been taken up with the police authorities to prevent their recurrence. Also where the cable is exposed such as culverts action is taken to lay them in pipes.

Statement-I

Details of Miscellaneous Complaints Registered/Received in Mainpuri Telecom District Year-wise

S. No.	Year	Details of miscellaneous complaints registered/received						
		NTC	Tele-phone	VPT fault Land Line	VPT fault MARR	Exchange installation comp.	Cable laying comp.	Total
1	1999	8	13	—	1	—	1	23
2	2000	17	89	8	4	2	1	121
3	2001	7	63	2	2	—	—	74
4	2002	5	11	—	1	—	—	17

Statement-II

Details of Complaints of Bribery/Favoritism/Other Serious Types Received in Mainpuri

Year	No. of complaints registered for investigations	Disciplinary action initiated									
		Total		Group 'A'		Group 'B'		Group 'C'		Group 'D'	
		Major	Minor	Major	Minor	Major	Minor	Major	Minor	Major	Minor
1999	2	14	—	2	—	11	—	1	—	—	—
2000	5	—	—	—	—	—	—	—	—	—	—
2001	3	—	—	—	—	—	—	—	—	—	—
2002	1	—	—	—	—	—	—	—	—	—	—

Increase in rentals for commercial subscribers

3833. SHRI KALRAJ MISHRA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India has increased monthly rentals of commercial subscribers upto 33 per cent from April 1, 2002;

(b) if so, the justification therefor;

(c) whether Government are aware that a large number of residential telephones are being used as commercial one, resulting loss to the exchequer in the capital; and

(d) if so, the steps Government propose to take against such subscribers who are using their telephones for commercial purpose?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) and (b) The category of commerical subscribers was first introduced by the Telecommunication Tariff Order of 15.3.1999. Such a category of subsribers paying higher rental was created by the TRAI at a time when STD/ISD tariffs had declined considerably. Vide its Amendment dated 14.3.2002, the Telecom Regulatory Authority of India prescribed higher rentals for commercial subscribers compared with non-commercial ones. For an